



UNECE United Nations Economic Commission for Europe

**2nd International Conference on Theory
and Practice of Electronic Governance,
Cairo, Egypt, 1-4 December 2008**

**ICEGOV
2008
Cairo**

**Good Governance and ICT,
and the concept of a Single Window for
export and import clearance**

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Good Governance and e-Governance

- **Governance** – relationship between governing and governed people; the manner in which power is exercised by governments in the management of a country, institution, society, company, or other entity
- **Good governance** - the exercise of power that is efficient, free of abuse and corruption, transparent, accountable, equitable, and providing for broad public participation
- **e-Governance** - a tool of governance and “good governance”, which builds on the use of ICT



Elements of Good Governance

- Effectiveness
- Freedom of abuse, corruption, and incompetence
- Transparency
- Responsiveness
- Access to information on laws, rules & procedures
- Accountability
- Equality and inclusiveness
- Broad citizen participation in the decision-making processes, voting, etc.



Elements of e-Governance

ICT – a tool, not a solution; should enhance good governance

e-Governance - use of electronic technologies in 3 areas of public action:

- relations between public authorities and civil society
- functioning of public authorities in the democratic process (e-democracy)
- provision of public services by electronic means

Functions of e-Governance:

- eliminates possibilities for abusive subjective decisions
- provides access to information and public services
- provides possibilities for broad participation in the democratic process:
encouraging citizen participation in the decision-making process and making governments more accountable, transparent and effective.

=> creates the environment necessary to build the Information Society and Knowledge-Based Society



In this presentation **UNECE Transparency Initiatives in Trade, Transport, Environment, and the Information Society**

- **Elimination of corruption** through increasing transparency and trust in transactions, eliminating the environment conducive to corruption (e.g. Single Window, trade facilitation, e-TIR)
- **UNECE initiatives underway in Environment**
 - Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (Aarhus, 1998)
- **Internet Governance Forum (2007/2008)**



Trade Facilitation and Single Window

PROBLEM – In order to carry out a foreign trade operation various control agencies require about 40 documents with often repeated data

=> SOLUTION:

- Simplify or cut procedures or documents
- Align them with international standards
- Automate documents and processes

RESULT: goods and trade information move faster across borders



The “Single Window” helps solve this problem!



Information is power!

Benjamin Franklin



The right to control trade documents and information flows gives controlling agents power, including the power to gather additional income.



Cost of export / import operations, 2007

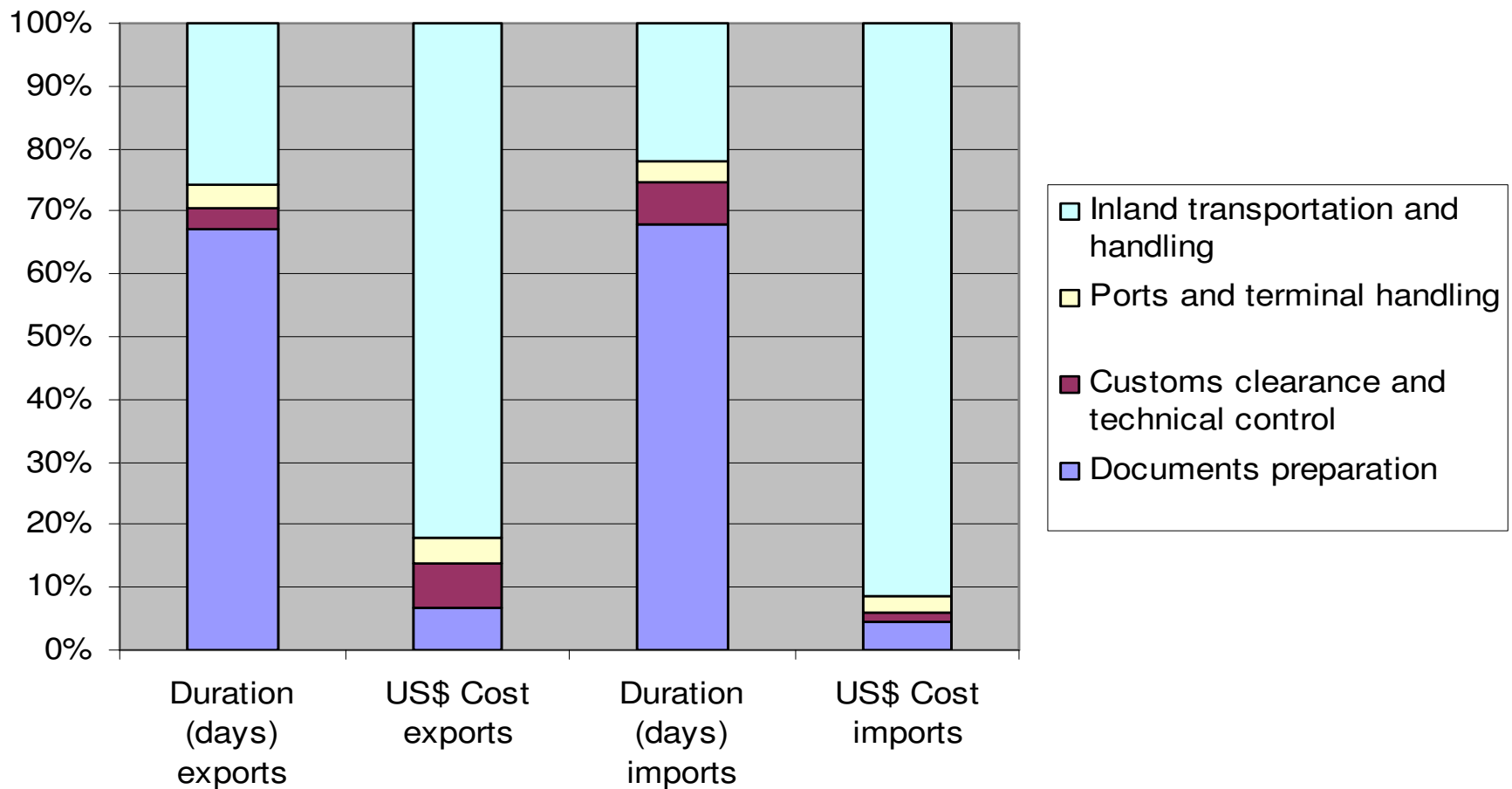
	Export			Import		
	number of documents	time (in days)	cost (US\$ for a container)	number of documents	time (in days)	cost (US\$ for a container)
Albania	7	21	745	9	22	750
Bosnia/Herzegovina	6	19	1,030	7	18	985
Bulgaria	5	23	1,329	7	21	1,377
Croatia	7	22	1,200	8	16	1,200
Greece	5	20	998	6	25	1,245
fYR Macedonia	7	19	1,130	7	17	1,130
Moldova	6	32	1,425	7	35	1,545
Montenegro	9	18	1,580	7	19	1,780
Romania	5	12	1,075	6	13	1,075
Serbia	6	12	1,240	6	14	1,440
Turkey	7	14	865	8	15	1,013
EU average	5	12	940	6	13	991
USA	4	6	960	5	5	1,160
Singapore	4	6	382	4	3	367
World average	7	26	1,227	8	30	1,412

Source: «Doing Business» database of the World Bank



Length of export and import operations in Mongolia

export **import**





Why Single Window

Key TF issue in WTO + EC building EU-wide SW

- Definition: a system that allows all participants in trade and transport file requested information in only one place, in a standard format, in order to carry out import, export and transit operations.

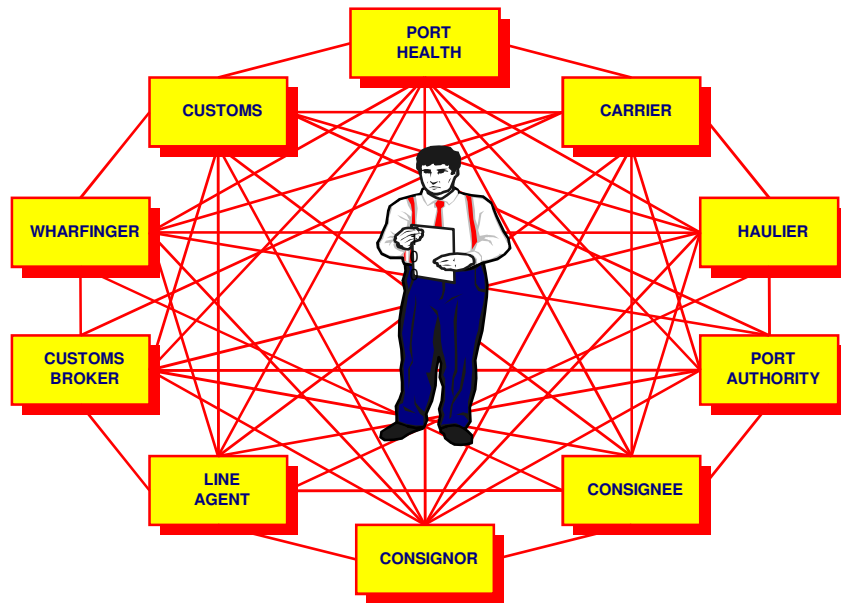
Benefits:

- For the authorities
- More efficient distribution of resources
- Better gathering of fees and duties
- More compliance from business
- More security (on the basis of better risk analysis)
- Less corruption, more transparency
- For private business
- Cut costs by cutting the time to prepare documents
- Faster clearance of goods
- Predictable and more efficient explanation and implementation of rules
- More transparency



Rec. 33: The Single Window Concept

FROM

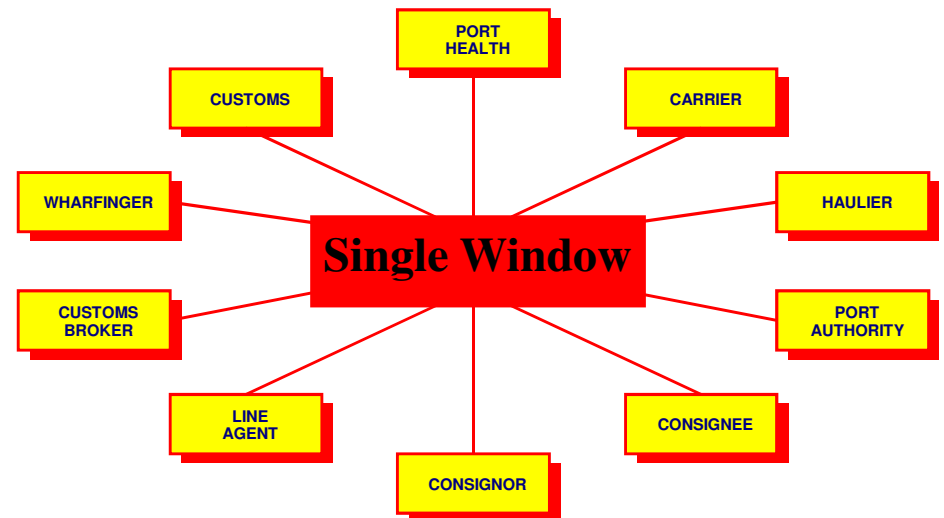


Mountains of paper

30% mistakes

4-5 days for clearance

TO



**Customs, export, import, etc.
processes together**

Many documents filed together

Appr. 1 hour for clearance



Building a Single Window

Policy work

- Building political will
- Interagency management group
- Draft concept paper and a feasibility study
- Appoint a lead organization (e.g. Customs)
- Harmonize policy

(~90% of the work - negotiations)

Technical work

- Interagency technical group
- Data harmonization
- Developing a SW system
- Alignment with international standards

(~10% technical work)

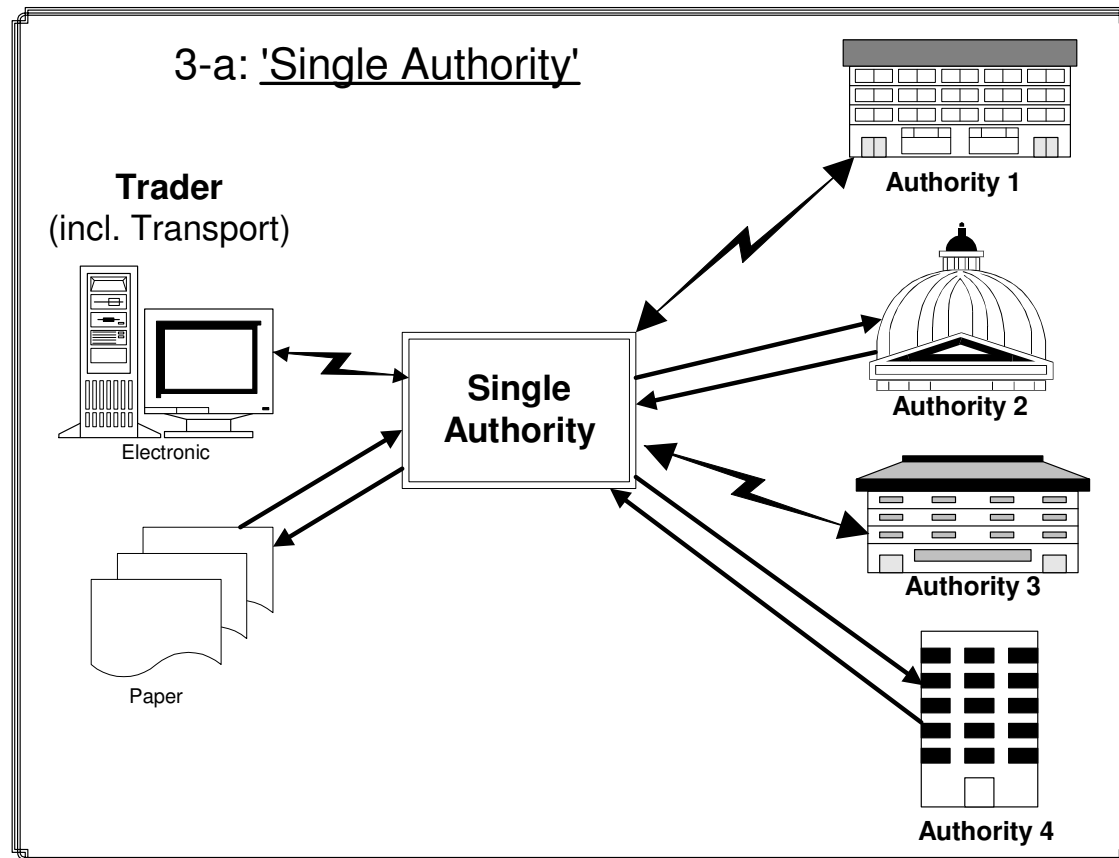


Policy push for the Single Window

- in Korea – Prime Minister (demanded monthly reports on progress in the creation of the Single Window)
- in USA – security measures after 11 Sept. 2001
- in EU – decisions of the European Commission



General model of a Single Window





Electronic trade documents - creating access for all



ОБРАЗЕЦ счета на оплату

INVOICE

Customer

Name SAFAK NAKLIYAT GEMI ACENTALIGI ORMAN URUNLERI
INSAAT TEKSTIL SAN. VE TIC. LTD. STI.

Address Camii Serif Mah.5216 Sok. Azizoglu Ish.Kat2NO:4/Mersin

City Mersin State - ZIP -

Phone 0-324-237-15-23 Faks: 0-324-238-11-07

Misc

Invoice № 001

Date 20.02.2004

Contract № TRN-01

Date of cont 30.01.2004

Number of trucks	Description	Unit Price	TOTAL
1	Cargo trucking on the route Tashkent / Uzbekistan -Istanbul / Turkey	\$ 2 000,00	\$ 2 000,00

SubTotal	\$ 2 000,00
Comissions*	\$ 4,50
TOTAL	\$ 2 004,50

Payment Other Bank transfer

Beneficiary 20214840004289996001 UZTURK TRANS LTD

Ben's bank Busines Bank, Tashkent, SWIFT: BUSNUZ22

Corr. bank Union Bank Of California International
SWIFT: BOFCUS33NYK

Details PAYMENT ACCORDING TO CONTRACT
NR.TRN-01 DD 30/01/2004

Tax Rate(s)

Stamp and signature(s)

* Charges of Union Bank of California International, USA (correspondent bank)



Navigation and toolbars including zoom (118%), search, and editing tools.

UNeDocs		COMMERCIAL INVOICE			
Seller (name, address, tax reference)		Invoice number			
		Invoice date (yyyy-mm-dd)		Seller's reference	
		Buyer's reference		Other reference	
Consignee (name, address, tax reference)		Buyer (name, address, tax reference)			
Freight forwarder (name, address, tax reference)		Unique consignment reference			
		Country of origin	ISO code	Country of destination	ISO code
		Terms of delivery		Relevant location	
Transport mode and means	Port/airport of loading	UNLOCODE		Terms of payment	
Port/airport of discharge	Final place of delivery	UNLOCODE			
Shipping marks; Transport unit ID		No. and kind of packages; shipping description of goods		Commodity code	Total gross wt(kg)
					Total cube (m3)



Integrated Management of International Trade Information Flows



Results:

- more efficient trade: less bureaucracy (the goal of trade facilitation) -> lower cost
- more security through better supply chain management inside and among countries -> better risk analysis
- integration with Europe [e.g. EU's Single Administrative Document (SAD) based on the UN Layout Key in use in SEE, TRACECA]

Adobe Acrobat - [1.pdf]

File Edit Document Tools View Window Help

Bestimmungsland

6 2 Versender/Ausführer Nr. XXX

1 ANMELDUNG Nr. X XXXXX

3 Vordrucke 4 Ladelisten Vordokument

5 Positionen

9 Verantwortl.

10 Letztes Herk. 11 Erzeugungsland 12 Angaben zum Wert XXXXXXXXXXXXXXXXXXXX 13 G.L.P. XXXXX

15 Vers./Ausf.L.Code 17 Bestimm.L.Code
aj XXX bj XX al XXX bl XX

17 Bestimmungsland XXXXXXXXXXXXXXXXXXXX

19 Cu...erbedingung XX XX

21 Kenn... und Staatszugehörigkeit des grenzüberschreitenden aktiven Beförderungsmittels XX

22 Währung u. in Rechn. gestellter Gesamtbetrag XXX XXXXXXXXXXXXXXXXXXXX 23 Umrechnungskurs XXXXXXXXX 24 Art des Geschäfts X X

25 Verkehrszweig in der Grenze 26 Inländischer Verkehrszweig XX 27 Entladeort XXXXXXXXXXXXXXXXXXXX XXX 28 Finanz- und Bankangaben XXX

6 29 Eingangszollstelle XXXXXXXXXXXXXXXXXXXX 30 Warenwert XXXXXXXXXXXXXXXXXXXX XX

31 Packstücke und Warenzeichnung Zeichen und Nummern - Container Nr. - Anzahl und Art

35 Rohmasse (kg) 36 Präferenz

38 Eigenmasse (kg) 39 Kontingent

Rec. 19: Type of transport

Rec. 9: Currency code EGP or 818

Rec. 3: Country code ISO, e.g. EG

Rec. 21: Package code

Rec. 16: Destination code (UN/LOCODE) e.g. EGCAI

Start

Document...

Microsoft P...

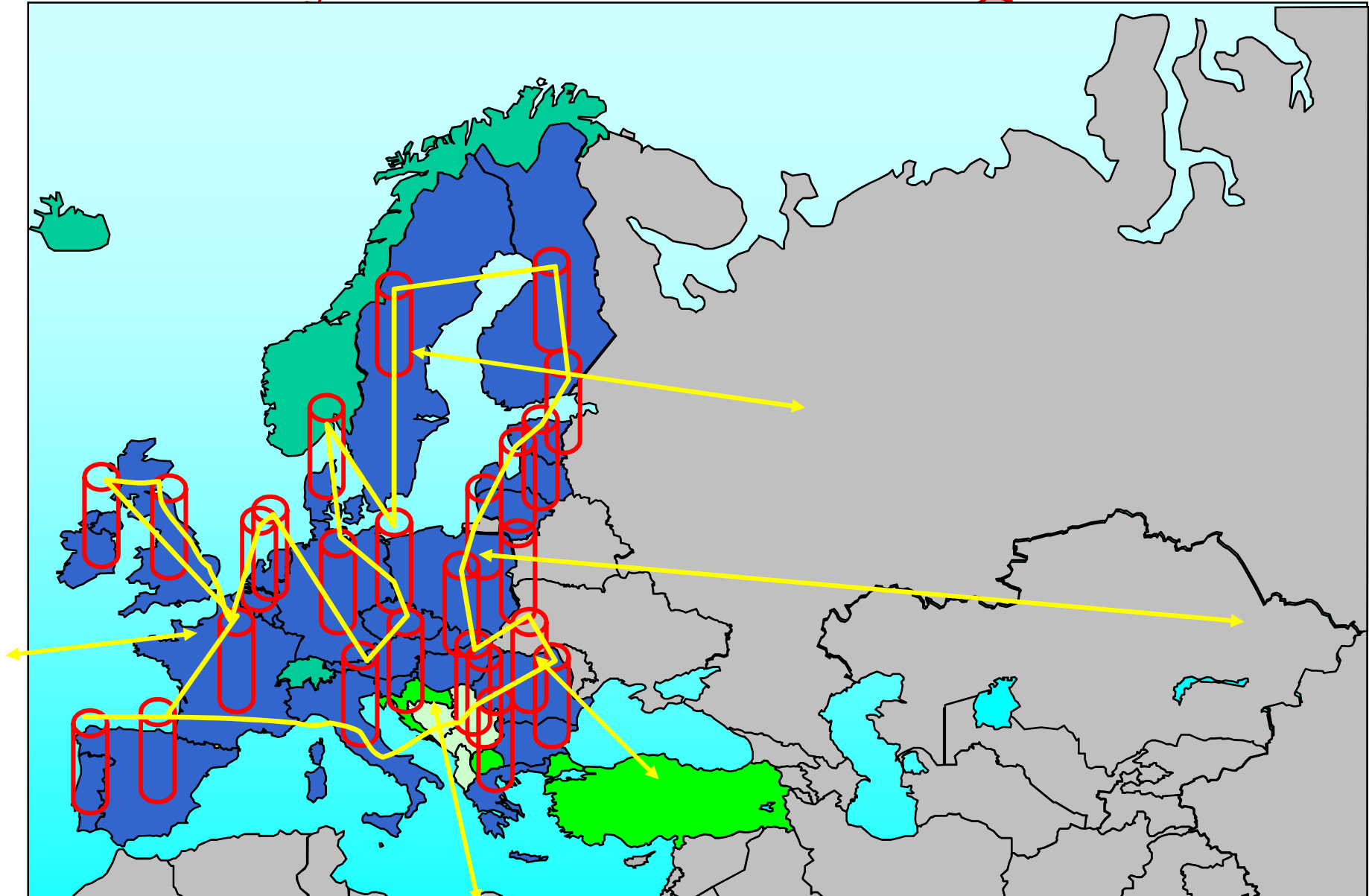
grid - Lotus...

Adobe A...

10:46 AM



EU – a system of related Single Windows





UNECE initiative on data harmonization and the Single Window in SEE

- Ohrid, MK, Dec. 2006. Results:
 - Regional initiative started /support from EC, WCO
 - National Single Window project in MK started
- Belgrade, RS, Nov. 2007 for SEE
 - Regional initiative reinforced
 - Practical training (data in 3 trade and transport docs)
 - National Single Window project reinforced
- Next plans: Croatia or Montenegro



Package of UNECE and UN/CEFACT recommendations

- Recommendation 33: principles for building a Single Window
- Draft Recommendation 34 on data harmonization
- Draft Recommendation 35 on the legal aspects of the Single Window
- UNECE 40+ years of work on setting standards for trade facilitation
- UNECE, World Bank, GTZ, ADB, USAID will help, but the basic work, i.e. building consensus among agencies remains for the countries.
- WTO – negotiations on a new agreement on Trade Facilitation, including SW?



UN/LOCODE - Code for Trade and Transport Locations

- UN/LOCODE (UNECE Recommendation N°16) – 5-alpha code:
ISO 2-alpha CC + ; 3-alpha location code:

- Cairo EG CAI (51 LOCODE entries for Egypt)
- Sarajevo BA SJJ (47 entries for Bosnia and Herzegovina)
- Belgrade RS BEG (country code: YU -> CS -> RS)
- Podgorica ME TGD
- Istanbul TR IST (519 LOCODE entries for TR)
- Astana KZ AST (earlier KZTSE - Tselinograd)
- Shanghai CN SHA; Hong Kong HK HKG
- London GB LON (3529 LOCODE entries in UK)

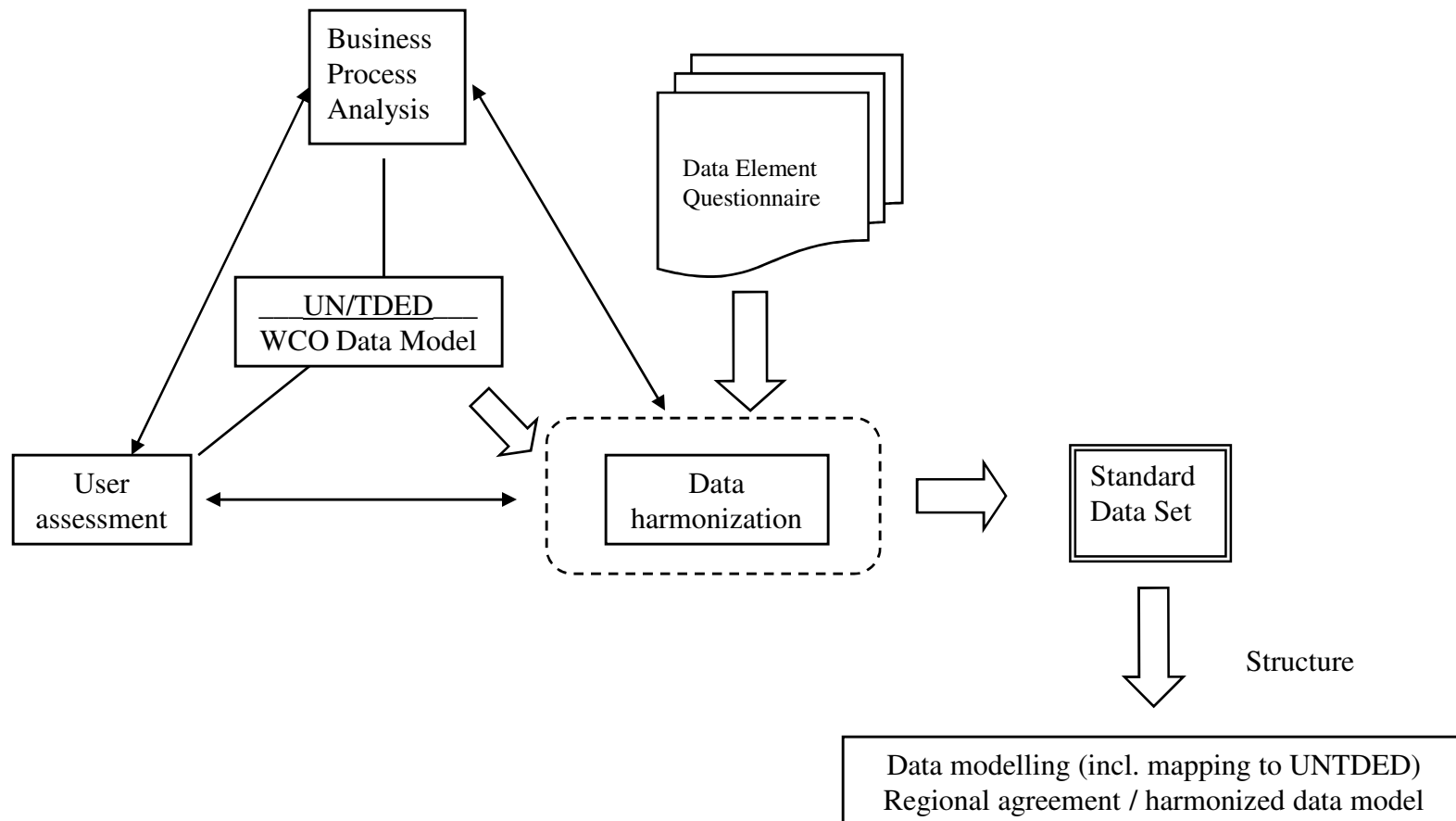
GBLHR – Heathrow airport; TV – Tuvalu.

Used by ISO, ICANN, IATA

>48,500 trade & transport related locations in ~240 countries/territories



Data harmonization & modelling (US best practice / UNECE draft Rec.34)





Trade data mapping for the SAD/Customs Declaration

COUNTRY ELEMENT NO [EU SAD BOX NO]	DOCUMENT	ELEMENT NUMBER OF WCO EQUIVALENT	UNTDDED MAPPING FROM WCO DM	UNTDDED MAPPING FROM EU-COM	SUGGESTED UNTDDED 2005 MAPPING	CC REFERENCE	DATA ELEMENT NAME REFERENCE	DATA ELEMENT DESCRIPTION	COMMENTS
								The following definitions were taken from the EU Commission Regulation 2286/2003	
1	SAD	001	1001	1001	1001	UN00000311	Declaration		This is identical to the EU SAD, down to the code list.
2	SAD	071, 239–245 (address)	3036	3336	3336	UN00000379	Consignor/Exporter	Full name and address of the consignor/exporter	
2a	SAD	072	3039	3337	3337	UN00000377	Consignor/Exporter No.	The identification number assigned by the competent authorities.	
3	SAD	**	N/A	1046	N/A	**	Forms	The number of the subset in relation to the total number of subsets of forms and continuation forms used. E.g. if there is one EX form and two EX/c forms, 1/3 will be entered on the EX form, 2/3 on the first EX/c form, and 3/3 on the second EX/c form.	Not required in electronic environment, hence not available in WCO DM.
4	SAD	013	6061	1166	1166	**	Loading lists	The number of any loading lists attached, or of commercial descriptive lists where these are authorised by the competent authority	This data element makes no sense in an electronic environment.
5	SAD	228	6061	7240	7240	**	Items	The total number of items declared by the person concerned in all the forms and continuation forms (or loading lists or commercial lists) used. The number of items must correspond to the number of boxes 31 to be completed.	
6	SAD	146	6061	7370	7370	**	Total packages	The total number of packages making up the consignment in question.	
7	SAD	009 or 016	1097 or 1202	1004	1097 or 1202	**	Reference number	The commercial reference number assigned by the person concerned to the consignment in question. It may take the form of a Unique Consignment Reference.	



Two areas of work on e-governance in UNECE's Transport Division:

- e-TIR: UNECE is accelerating its work to introduce it as requested by the governments.
Pillars of the TIR system: mutual recognition of Customs controls; financial guarantee system; TIR carnet; security of vehicles. e-TIR=more transparency
- e-CMR (electronic CMR Consignment Note for transportation of goods by road): new protocol (on the UNECE Transport Division web-site) introducing the legal background



SE Europe Centre for e-Governance Development based in Slovenia



Under the SEE Regional Cooperation Council (RCC)	Working closely with eSEE
All 12 SEE countries: AL, BA, BG, HR, GR, MK, MD, ME, RO, RS, TR, UNMIK/Kosovo	Western Balkans + MD: AL, BA, HR, MK, MD, ME, RS, UNMIK/Kosovo



Seven “pillars” of work of the SEE Centre for e-Governance Development

- eGovernment (incl. eProcurement, eCustoms, eTaxation)
- eDemocracy (participation, voting)
- eBusiness (integrated systems of different companies)
 - UNECE drafted guidelines for a national e-business strategy; developed further in Croatia
- eEducation and Research (ICT in education, sharing info)
- eHealth (access to services and sharing medical info)
- eJustice (less subjective decisions, more impartiality)
- eSecurity (more transparency and exchange of info helps decision makers address threats)



e-business

- **e-commerce:**

Doing business electronically – by sharing information by any electronic means (e-mail, messaging, internet, EDI).

- **e-business:**

Connecting the computer systems of two or more independent organizations/agencies/firms into a dependent relationship in order to do business on a continuous basis.

Good governance – decreasing subjectivity, fighting corruption



Providing the environment for e-business

- Like building a highway for firms and individuals to do business (norms, standards)
- A mechanism providing public goods needs to
 - accommodate different interests;
 - bring together various sources of financing;
 - address the « free rider » problem
- **EU directives and other legislation on:**
 - e-commerce; e-signatures; ICT;
 - data protection; distance marketing; competition;
- **International standards:**
 - for data definitions, codes;
 - representation of trade information (electronic or paper)





Essentials for an e-business strategy

- The BASIS FOR E-BUSINESS
 1. e-business has a key place in the Information Society
 2. Improve business processes to enable e-business
 3. The enabling framework in a transition economy:
 - electronic communications infrastructure
 - create a sound legal framework
 - international standards
 - implement in individual sectors
 - respond to the needs of business (notably SMEs)
 4. Integrate trade information flows for Customs, other agencies, private business (B2G, G2G, B2B)
- LEGAL AND EUROPEAN ISSUES

Use the European integration process (directives), but also hook to pan-European and global standards



Aarhus Convention born of the Information Society

Contains both legally-binding obligations and ‘soft law’ recommendations on

- **Creation of information systems**
- **Electronic dissemination of information**
- **Establishment of online pollutant release and transfer registers, promoting corporate environmental responsibility**
- **Promotion of use of the Internet**
- **Clearinghouse mechanism**



The Clearinghouse showcases information on laws and practices relevant to the public's right to:

- ▶ access environmental information
- ▶ participate in environmental decision-making
- ▶ achieve justice on environmental matters



Which
type of resource?

Events



What
is the purpose?

Access to Information



Who
is the source?

Government



Where
in the world?

AFRICA



Search

▶ Advanced search...

Convention News

Practitioners, researchers to share findings on e-Participation at 1st International Conference on Electronic Governance. 06 Dec 2007

Tajik Ministries, NGOs hold roundtable on advancing Protocol on PRTRs. 27 Nov 2007

New Resources

Germany | Conference: New Environmental Code and Public Participation
Independent Institute for Environmental Investigations / Unabhängiges Institut für Umweltfragen e.V. - UIfU, 2007

Uzbekistan | Information and Communication Technology Policy and Legal Issues for Central Asia: Guide for ICT Policymakers
United Nations Economic Commission for Europe, 2007

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Decision II/3 on electronic information tools and the Clearinghouse Mechanism of the Aarhus Convention Parties

Annex:

Recommendations on the More Effective Use of Electronic Information Tools to Provide Public Access to Environmental Information



Principles of the Information Society

UNECE Bucharest Pan-European Conference, Nov.2002

1. Public right to information
2. Enabling legal, regulatory and policy environment
3. Providing access and developing infrastructure
4. Network learning, education and training
5. Affordability and related issues
6. e-government: more effectiveness and accountability
7. e-business: more competitiveness and better jobs
8. e-society: support for local communities
9. National e-strategies
10. International dimension of the information society and e-policy dialogue at regional level



Good Governance in the Information Society

“Towards a code of good practice building on the principles of World Summit on the Information Society and the Aarhus Convention”

Joint UNECE/COE/APC Workshop

Third Internet Governance Forum, Hyderabad, India, 3 December 2008



UNECE





Role of the UN

- Creating an enabling environment – norms, conventions, international regimes
- ICT tools for democratic participation (e.g. participatory mechanisms of the environmental conventions)
- Best practice dissemination: Rec.33:the Single Window
- Standards (in trade, everyone should “speak the same language”)
- Create access for the small and weak; raising efficiency
- Bridging the digital gap: eliminating “e-exclusion”
(the “paradox of our time” that *we build more computers to hold more information, but we communicate less and connect less...*)



Complementary levels of e-governance => efficiency and freedom of abuse

Company	Raising efficiency and profitability of the business; accountability to a defined set of stakeholders
National Government	Efficiency in governing a State; providing access and participation for its citizens; efficient participation in international affairs; providing for the national interest
International, UN, regional	Much broader



UNECE United Nations Economic Commission for Europe

شكرا

Thank you!

www.unece.org/env/